PASSION FOR POSSIBILITIES

2019 REPORT TO THE COMMUNITY
Reshaping Health Care

The Froedtert & the Medical College of Wisconsin health network advances the health of the communities we serve through our passion for and commitment to the possibilities of academic medicine and how academic medicine benefits each community. Through exceptional care, enhanced by both innovation and discovery, our mission continues to be focused on becoming and being the trusted leader in the communities we serve by transforming health care and connecting communities.

Our health network continues to bring “what is possible” in medical treatment and caring to our communities through our personal connections, patient care and dedication to innovation and research. As our entire leadership team is based in Wisconsin, every decision we make is made locally to deliver the right care in the right place at the right time.

The commitment to our communities goes beyond the brick and mortar investments we have made in Wisconsin. The commitment also requires us to be responsible financial stewards to not only reinvest in the communities we serve, but also to invest in the more than 13,000 staff members across our health network who live in each community we touch. This investment empowers and allows our people to provide a standard of care that respects patients’ expectations, time and desire to be treated as who they are, through every stage of their journey.

The partnership with the Medical College of Wisconsin enables us to create personalized treatment regimens for our patients, made possible by the transformative intersection of science and experience. We have continued to work within our partnership to transform the delivery of patient care through the breakthroughs and innovations generated by research and clinical trials. Ultimately, this partnership has a shared purpose to deliver compassionate, high quality, innovative care to all those who trust us with their care.

We are proud of our commitment to improve the quality of life in our communities and beyond, and thank you for allowing us to be a trusted community and health care partner.

Wishing you well,

Catherine Jacobson
President and CEO, Froedtert Health

Kurt Bechthold
Chair, Froedtert Health Board of Directors
CEO & Chairman, Payne & Dolan
By the **Numbers**

**As of June 30, 2019**

**Froedtert & MCW Health Network**

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<thead>
<tr>
<th>Category</th>
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Financial data, while unique to the Froedtert & MCW health network, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.

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**Vision**

We will be the trusted leader by transforming health care and connecting communities to the best of academic medicine.

**Mission**

We advance the health of the communities we serve through exceptional care enhanced by innovation and discovery.

**Values**

**Partnership:**
Partnering with patients, families and other organizations; collaborating with co-workers and colleagues

**Responsiveness:**
Meeting the needs of the community in prevention, wellness and providing integrated care for all ages

**Integrity:**
Using resources wisely; building trust

**Dignity and Respect:**
Creating an inclusive and compassionate environment for all people

**Excellence:**
Demonstrating excellence in all we do
Medical College of Wisconsin

Froedtert Hospital's medical staff is composed entirely of MCW physicians dedicated to patient care, research and teaching. MCW physicians also practice throughout the entire Froedtert & MCW health network. Our physicians are consistently honored for recognition by Best Doctors in America® and other prestigious national and local publications. Patients benefit from a variety of medical and surgical specialties, ranging from internal medicine to neurosurgery. More than 30 different medical specialties work together as multidisciplinary teams — treating everything from the routine to the most difficult cases.

Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital

Bringing the benefits of the academic health network to their respective communities and beyond, Froedtert Menomonee Falls Hospital (formerly Community Memorial Hospital) and Froedtert West Bend Hospital (formerly St. Joseph’s Hospital) are full-service hospitals that offer a wide range of specialties, including cancer care, emergency care, orthopaedics, women’s health and surgical services. The recent change to the names of these hospitals reinforces their connection to Froedtert Hospital and our health network.

Froedtert Kenosha Hospital and Froedtert Pleasant Prairie Hospital

Froedtert Kenosha Hospital (formerly Kenosha Medical Center), Froedtert Pleasant Prairie Hospital (formerly St. Catherine’s Medical Center) and the Froedtert South Medical Group clinic locations provide exceptional and compassionate health care services for people residing in Kenosha, Pleasant Prairie, western Kenosha County and Northern Illinois. Formerly comprising United Hospital System, the clinics and two full-service hospitals offer a range of specialized expertise, including cancer, heart and vascular and orthopaedic care.
Health Care Centers and FastCare
Access to primary, urgent and specialty care when and where patients need it is important. That is made possible through a network of health centers and multiple care options, many providing same-day and after-hours appointments. The network health centers are located in Milwaukee, Waukesha, Washington, Ozaukee and Kenosha counties, with urgent care offered in five facilities. Seven FastCare® locations in Milwaukee, Waukesha, Washington and Sheboygan counties offer walk-in, nonurgent care. The network offers patients additional options that use technological advances, making receiving care even easier.

Affiliations
The Froedtert & MCW health network has built strong relationships with quality health care organizations around the state. These relationships make it easier for patients to take advantage of the specialized, quality care we provide and then return to their community physicians for continuing treatment. Two examples are Center for Diagnostic Imaging (CDI) outpatient centers for patients in need of medical imaging and other radiology procedures and Wisconsin Diagnostic Laboratories (WDL) for lab testing and services.

Services and Programs
As a large health network, we offer a wide range of services and programs, both in our facilities and in the community. This report offers a glimpse of all we do. For more information on the Froedtert & MCW health network, visit froedtert.com.
Exceptional Care

The Froedtert & the Medical College of Wisconsin health network demonstrates our commitment to passionately advocate for patients, provide exceptional care and remove barriers to receiving care. Our patients trust us to listen, understand their unique needs and deliver care in an authentic and empathetic manner.

Treatment for Hip Pain Uncovers Hidden Danger for West Bend Man

As a 62-year-old self-employed flooring contractor, Richard Bath knew about aches and pains. Since 2016 a yearly cortisone shot had usually done the trick to help alleviate his hip pain. But when his third one wasn’t helpful, combined with consistent fatigue and bouts of profuse sweating, he and his then fiancé, Carrie, visited Albrecht Free Clinic, a partner of Froedtert West Bend Hospital, to get checked out.

Thanks to volunteered time from health care providers, nurses and others, the Albrecht Free Clinic has provided free medical and dental care to uninsured and underinsured Washington County residents since 1996. The partnership with Froedtert West Bend Hospital also allows the clinic to offer diagnostic lab testing and other donated clinical services. Richard was self-employed and he lacked insurance so he qualified to be seen at the clinic for his hip pain. During that visit in early 2019, he was directed to Froedtert & MCW Froedtert Hospital in Milwaukee to receive an abdominal X-ray, free of charge thanks to the partnership between the clinic and the Froedtert & MCW health network.

The X-ray results were alarming. Doctors at Froedtert Hospital found a nearly 6-centimeter-wide abdominal aortic aneurysm (AAA), which is a blood-filled bulge in the aorta — the main vessel that delivers blood to the body. If left untreated, this bulge could rupture and cause severe pain, excessive internal bleeding or death. Richard was told he needed surgery as soon as possible and that if it wasn’t operated on soon, there would be a 25% chance of having it burst, which may be fatal. He immediately traveled to Froedtert Hospital where he received a CT scan and scheduled his procedure. Ten days later, Richard underwent successful minimally invasive endovascular aneurysm repair (EVAR) surgery at Froedtert Hospital. During this two-hour operation, small incisions are made in the groin area and a synthetic graft is placed within the AAA, allowing blood to flow safely, which alleviates pressure on the weak aortic walls and, most importantly, prevents the walls from rupturing.

Since this minimally invasive surgery allows for shorter recovery time compared to open surgery, Richard spent only two days in the hospital recovering and experienced no pain related to the operation. With the continuous fatigue and profuse sweating gone, Richard was able to travel to New Orleans only two months after his surgery to marry Carrie on the banks of the Mississippi River.

Not only is he extremely grateful for Froedtert Hospital’s potentially lifesaving surgery, he is doubly grateful for the fact that it was provided under the Froedtert Health Financial Assistance Program. This program is designed to assist patients who are unable to pay their hospital bills. Patients who qualify for the program receive care with no obligation to pay for services. Eligibility is determined based on income, assets and family size after an application is completed and submitted to Froedtert Health.

“I really do owe the health network my life,” said Richard. “When I was told I had a good possibility of dying, I knew this wasn’t something that should be messed around with.”
Inclusion Health Clinic Provides Compassionate, Needed Care

The Froedtert & MCW Inclusion Health Clinic opened in July 2018, meeting the health care needs of people who identify as LGBTQ (lesbian, gay, bisexual, transgender and questioning/queer). Services include primary and preventive care, obstetrics and gynecology, HIV prevention and specialty care, gender-affirming care including hormone therapy, and psychiatric care. The clinic is the only one of its kind in Wisconsin.

“The Inclusion Health Clinic demonstrates our deep belief that everyone deserves care that is culturally responsive, respectful and equitable,” said Cathy Jacobson, president and chief executive officer of Froedtert Health. “For us, diversity and inclusion is a commitment to not only do what is right in terms of health care delivery for our patients, but also a commitment to the future as we care for all individuals.”

“The inclusion clinic is a great and needed addition to Wisconsin health care. Thank you!”

The decision to establish an Inclusion Health Clinic was based on research studies indicating that culturally competent care can encourage members of the LGBTQ population to seek medical treatment. Avoiding care can lead to health disparities, such as elevated risk of cardiovascular disease, certain cancers, HIV and sexually transmitted infections. Familiarity and comfort with health care providers can improve patients’ participation in preventive care measures and result in better overall health.

During the past year, the clinic demonstrated its value with some impressive statistics:

- Patients came from 99 zip codes in four states (Wisconsin, Michigan, Illinois and Minnesota)
- 49% of the patients who used the clinic were visiting the Froedtert & MCW health network for the first time
- Patient surveys reflected an overall satisfaction score of 94%

Inclusion Health Clinics are offered at two locations on the Froedtert Hospital campus.

Stop the Bleed Training Classes Reach Hundreds With Lifesaving Techniques

Death from bleeding, whether from an accident or from violence, can happen in mere minutes. With basic training, individuals may be able to save a life if they are ever in that type of situation. Stop the Bleed training classes teach individuals how to stop bleeding with basic hemorrhage control techniques, such as pressure, packing or use of a tourniquet. Classes are taught by Froedtert & MCW trauma surgeons, nurses and coordinators.

Stop the Bleed is a community education initiative that recognizes that a bystander to a trauma could be an injured person’s only chance for survival. In 2019 more than 650 individuals attended this class to learn how to provide assistance until first responders can take over. Classes were offered in Milwaukee, Waukesha and Ozaukee counties.
The Froedtert & MCW health network is known for advancing possibilities and exploring the best options when caring for patients. Understanding the impact this has on patients and their loved ones is what inspires us to deliver “What Is Possible” each and every day. These are real patients and real stories. For additional details on these stories, as well as additional patient experiences, visit froedtert.com/possible.

**Jake Edmonds**

After a 35-foot fall from scaffolding that collapsed while he was working in St. Louis, Jake began a nearly two-year journey to recover from a shattered left knee. His first surgery took place in St. Louis. When he returned to Wisconsin, he was referred to Carole Vetter, MD, a Froedtert & MCW orthopaedic surgeon and team physician for the Milwaukee Bucks. After two additional surgeries, Jake was able to begin physical therapy. A final surgery and more extensive physical therapy followed.

Today, Jake walks normally. Although he is still limited athletically, he said he leads a normal life, which did not seem possible two years ago.

“Dr. Vetter is the best,” he said. “I wouldn’t be here without her. I owe her and my physical therapist so much. I feel like I got the best surgeon and the best physical therapist to get the best possible outcome for me.”

**Matthew Saunders**

Matt found out he had colorectal cancer in January 2016, and was told he needed immediate surgery. His sister urged him to get a second opinion. Matt met with colorectal cancer specialists with the Froedtert & MCW Cancer Network who recommended a personalized plan, which he agreed to. Instead of surgery first, Matt received drug and radiation therapy, which shrank his tumor down to almost nothing. The remaining tumor was then removed surgically.

Matt is thankful he took the time to explore his options. “There isn’t just one path,” he said. “From the second we sat down, it just felt right. The Froedtert & MCW team had a great plan with options I wouldn’t have known about if I hadn’t asked for a second opinion.”
David Perez and Stephanie Weber

Stephanie’s adoptive father, David, needed a lifesaving kidney transplant. They learned the wait could be up to six years for a deceased donor, but since he was functioning at only 6%, there wasn’t time. Stephanie joined him at his transplant consultation, where she learned that a living donor could donate a kidney. She was tested and learned she was a very good match. “When I didn’t have a dad, he was sent to me for a reason,” Stephanie said. “I found out my reason. It was because I could give him life later.”

Following successful surgeries, both David and Stephanie have returned to their daily activities and are living happy, healthy lives. “It’s totally wild to me that there’s a piece of my daughter inside of me,” David said. “It was because I could give him life later.”

Father and daughter agree the care they received at Froedtert Hospital made the entire experience that much better. “We’ve experienced nothing but great things,” Stephanie said. “Everybody was very compassionate and considerate of our family and friends. I feel like they went above and beyond from day one until today.”

Michael Campbell

When Michael suddenly wasn’t able to communicate or move his right arm or leg, his girlfriend, Vaneasha, recognized these as stroke symptoms and called 911. Emergency medicine physicians at Froedtert Menomonee Falls Hospital quickly diagnosed his stroke. Michael was transported to Froedtert Hospital where he received a lifesaving procedure that restored his blood flow. He was able to return home three days after his stroke.

“It’s really remarkable how I had full function of my right side when I was discharged from the hospital,” Michael said. “Vaneasha knew what to do and so did everyone else. Since the stroke, I switched all of my medical care over to the Froedtert & MCW health network. I trust the doctors to take excellent care of me.”

Bob Boxer

At 85, Bob had a history of heart problems, including degenerative mitral regurgitation, a progressive disease of the heart’s mitral valve. Open heart surgery to repair the valve is a traditional approach, but Bob was not a good candidate for the procedure. A minimally invasive catheter-based procedure, performed by Michael Salinger, MD, interventional cardiologist and MCW faculty member, was used instead to repair the valve. While the procedure does not stop the regurgitation completely, for patients with high surgical risk it is often the best solution to alleviate the symptoms.

Bob had the surgery at Froedtert Hospital, even though he lives in Illinois.

“I could have gone to a hospital closer to home, but Dr. Salinger’s expertise in the mitral valve procedure is unparalleled,” Bob said. “Now I feel like myself again. My heart isn’t slowing me down.”

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Following successful surgeries, both David and Stephanie have returned to their daily activities and are living happy, healthy lives. “It’s totally wild to me that there’s a piece of my daughter inside of me,” David said. “It’s hard to believe that’s what’s keeping me here now.”

Father and daughter agree the care they received at Froedtert Hospital made the entire experience that much better. “We’ve experienced nothing but great things,” Stephanie said. “Everybody was very compassionate and considerate of our family and friends. I feel like they went above and beyond from day one until today.”
Increasing Breast Cancer Awareness With Screenings

Breast cancer is the most common cancer among American women, with medically underserved communities suffering disproportionately from the disease compared with other populations. Committed to reaching at-risk women, the Froedtert & MCW health network continues its partnership with Progressive Community Health Centers. In August 2018, the organizations co-hosted the second annual mammography screening and health event at Progressive’s Lisbon Avenue location in Milwaukee. The event attracted more than 300 community members to the health fair and 35 women for mammography screening.

“The population near the Lisbon Avenue Health Center is primarily African-American — a community that is often mistrustful of the health care system,” said Janine Tucker, community outreach coordinator. “Plus, transportation can be an issue, so it makes sense to offer this opportunity conveniently in the neighborhood.”

Fashioned as a health fair, the event offers a bit of pampering and entertainment. Froedtert & MCW mammography technicians conducted the screenings and images were read by MCW radiologists.

“This year, 35 women received screening mammograms. Of those women, 23 had normal findings, 10 had abnormal findings and two needed comparative information from previous mammograms,” Janine said. “Our staff worked with them to schedule appropriate follow-up.”

The event offered engaging and informative opportunities for women to take charge of their breast health. While a screening is the best step for attendees, even those reluctant to have a mammogram had the chance to ask questions and explore strategies for taking better care of themselves.

“We learned that a lot of women attending the event didn’t have a primary care provider,” Janine said. “Our mission is to get out in the community and help people move forward and better negotiate health care.”

Classes Reach Diverse Audiences With Relevant Topics

The Froedtert & MCW health network is committed to providing classes and support groups that help enhance the health and lifestyle of individuals throughout our service area. A sampling of topics includes cancer, heart health and neurological conditions, as well as treatments for hearing loss, eye disease, digestive issues and chronic pain.

In the past year, 177 classes helped the health network reach out to nearly 1,500 community members.

Evaluation results for classes demonstrate the value of the classes to participants:

- How would you rate the information presented at the program?
  - 77.42% - excellent
  - 19.50% - good

- Was the program presented in a way you could understand?
  - 96.44% - yes

- Would you recommend this program to others?
  - 95.33% - yes

Comments from participants include:

- “This doctor renewed my faith in all doctors.”
- “The doctor presented this very well. I learned a lot.”
- “This presenter was great! Very easy to understand.”
- “This has been the best class I have attended. The information is very informative and what I would act upon.”
Consumer-Guided Experience

The Froedtert & the Medical College of Wisconsin health network takes into account changing consumer expectations in order to relate to our patients and communities in new ways. We strive to design services from the outside in, guided by the needs of our current and potential consumers.

Inception Health Leads Initiatives Designed to Meet the Needs of Today and the Future

Inception Health is the hub for the Froedtert & MCW health network’s digital health services. It was created to drive innovation and successfully collaborate with companies to solve key health care problems, develop new ideas and put those ideas into action across the health network. A few of the projects making a difference in the past year are listed below.

Digital Diabetes Program
This program, which began in 2016, uses technology to help people with diabetes manage their health. Since the program began, more than 3,600 individuals have utilized the tool, helping to improve their blood sugar control. During the past year, the program was expanded, leading to a 310% increase in the use of the digital tool.

Virtual Triage/Symptom Checker
This virtual triage tool uses artificial intelligence to provide a real-time analysis of symptoms and provide guidance on where to go and what to do next. Sessions take only a few minutes to provide this personalized information. In the past year, nearly 15,000 people used the tool to start their care off on the right foot.

Digital Cognitive Behavioral Therapy
This no-cost, confidential, online cognitive behavior therapy program is designed to help people improve how they think, feel and respond to stress. The program is offered as part of an individual’s overall behavioral health treatment plan. Since the program’s inception, more than 1,400 people have signed up.

Digital Wayfinding
The Froedtert & MCW Finder App was introduced in 2018 to provide people seeking care and visitors to Froedtert & MCW Froedtert Hospital with real-time, turn-by-turn directions. Using the app, users are told which parking structure to use and the easiest way to reach their destination. People visiting Froedtert Hospital have completed more than 106,000 sessions since the app was released.

Digital Maternity Care
All expectant moms in the health network have the option to receive prenatal and postnatal care information digitally, rather than in the traditional binder currently used. The content on the app is customized by our health network and providers specifically for those who get care from us. In the past year, 2,438 expectant moms used this technology with an 80% average satisfaction rate.

Digital Medications
This FDA-cleared digital medicine platform combines an ingestible sensor and adhesive patch to help people improve medication precision and compliance. The technology has been used for chronic disease management in the past. Earlier this year the focus has shifted to participation in a clinical study for oncology and use in behavioral health applications. Since its introduction, 150 people have been enrolled in the program with an average medication adherence of 88%.

Digital Clinical Pathway Engagement
This tool helps keep patients educated and engaged during an episode of care, such as a surgery, by delivering education, checklists, surveys and communication tools throughout the course of care. As a result, people are reporting increased satisfaction with their care, with over 86% saying they are “satisfied or extremely satisfied.” In addition, increased access to the care team through the tool resulted in over 81% of patients reporting that they were able to avoid unnecessary phone calls and trips to the clinic for follow-up care.
Crossing Language Barriers to Benefit Patients

Whether speaking with a physician, nurse, therapist or technician, patients need to know they are being understood. In addition, health care practitioners need to know their messages are being conveyed clearly and accurately. The Froedtert & MCW health network has taken a rigorous approach to assuring patients that from initial consultation through treatment and follow-up care, language does not stand in the way of quality, timely care.

The moment a patient makes contact with one of our hospitals or clinics, our registration staff assesses language needs and then contacts the Froedtert & MCW Language Services department to ensure interpreter services are made available if needed. From then on, an appropriate interpreter resource will be assigned to the patient. Because health concerns can arise any time of day, our interpreter services are available around the clock through a broad range of resources. We also provide language assistance with scheduling appointments or receiving test results over the phone.

Froedtert Health staff interpreters provide support in Spanish, Hmong, Russian, American Sign Language and Arabic. Through local interpreting agencies, the resources of the nationwide telephonic interpreting provider and the audio and web camera technology of Video Remote Interpreting (VRI), the Language Services department can assist patients in over 150 languages.

Technology Expands Ways to Make Appointments, Receive Care

The Froedtert & MCW health network is constantly striving to find ways to meet the needs of patients when and where it is convenient for them. As a result, patients are now able to schedule appointments in a variety of ways. They are also able to see providers in different ways, including from home in the middle of the night. These convenient, reliable and affordable options make health care more accessible every day.

Schedule an Appointment

• 1-800-DOCTORS — Representatives are available to help new patients find a provider or help existing patients schedule an appointment with a primary care or specialty care provider.

• Online Physician Directory — Visit froedtert.com/doctors to find information including specialty, gender, language and location. Once you find the provider who fits your needs, request an appointment online or call the number listed to set up an appointment.

• Online Scheduling — Visit froedtert.com/appointment to view open time slots and schedule a primary care appointment in just a few clicks. This service is currently available for family medicine, internal medicine and pediatric care.

• Online Medical Records — Patients with online medical records are able to make and view appointments from their home computer or via an app on a mobile device. Users can also review health history, message providers and view test results. More than 30,000 new users activated an online medical record account in the past year.

See a Provider

• In-Person Appointments — Patients can see primary care providers at any of the health care centers within the Froedtert & MCW health network. Same-day appointments and urgent, weekend and walk-in care options are also available at the health care centers and at our FastCare locations.

• Virtual Clinic — The Froedtert & MCW Virtual Clinic brings the clinic to your living room, providing the care you need when you need it. A team of board-certified family medicine practitioners provides treatment through your webcam 24/7 without an appointment. Virtual Clinic appointments can address a variety of minor illnesses such as cold and flu, pink eye, rash, stomach flu, allergies, back pain and urinary tract infections. Visits typically last about 20 minutes. Any prescriptions the provider deems appropriate will be called in to your local pharmacy, and a visit summary will be available to you via e-mail. There were an average of 196 virtual visits per month in the past year.

• Video Visit — Another option is a live, interactive appointment with your Froedtert & MCW primary care provider. These visits are available exclusively through your online medical record account and can be accessed via your mobile phone, tablet or desktop device with a camera. Video visits differ from our Virtual Clinic in that they are scheduled with your established primary care provider and billed the same as a primary care office visit. Video visits are currently offered with over 300 primary care providers in our health network.

Patients Requiring Interpreter Services

- Spanish 52%
- Sign Language 14%
- Hmong 8%
- Russian 4%
- Arabic 2%
- All Others 20%

FROEDTERT & THE MEDICAL COLLEGE OF WISCONSIN
Become Part of All of Us and Make a Difference in the Future of Health Care

The All of Us Research Program is a historic effort to gather data over many years from one million or more people living in the United States. The ultimate goal of the program is to accelerate research and improve health. The Froedtert & MCW health network is one of four organizations in Wisconsin participating in this nationwide effort.

Eligible adults over the age of 18 living in the United States can join the All of Us Research Program. Participants may be able to learn more about their own health and help contribute to an effort that may advance the health of generations to come.

While many programs share one or two characteristics with All of Us, it is the combination of many elements that make this research program unique:

- Participants will reflect the rich diversity of America, including volunteers of many races and ethnicities, age groups, geographic regions, gender identities, sexual orientations and health statuses.
- Participants are true partners, not subjects, with ongoing opportunities to help shape the program with their input.
- Data will be shared with both researchers and participants.
- As a National Institutes of Health-funded program committed to open data and science, All of Us will make the data broadly accessible to researchers of all kinds to support thousands of studies across a wide range of different health topics.
- Other large research programs collect limited types of samples or data, often focused on a specific disease. This program will combine many types, including blood and urine samples; physical measurements; electronic health records; surveys about participants’ health histories, family medical histories, lifestyles and communities. Participants are also able to share their data from Fitbit devices to provide a more complete picture of human health across many conditions. The program will add connections to additional devices and apps in the future.

Staff members in the health network are invited to join this program, along with patients and family members. Those who have signed up agree that being a part of this program provides a unique and valuable opportunity.

"It is very exciting that I can personally take a part in advancing precision medicine and possibly improving health for those in the future. It was easy to do with the skilled All of Us staff guiding me through the process."
- Shelly Waala, vice president of patient care services and chief nursing officer, Community Hospital Division

"I’m ecstatic to be a part of the All of Us Program! My imprint on the future is sought for the betterment of all, not just myself. It is my duty to serve and care for others as a nurse, but it is also the right thing to do as an inclusive human being. I look forward to potential future breakthroughs in health care and humbled to say I’m a part of it."
- Maria Jostad, BSN, RN, clinic manager, Community Physicians

"Our health system is a key partner in this initiative, but knowing that I can personally have an impact on the development of the personalized health care of the future is very powerful."
- Cathy Buck, president, Froedtert Hospital

To learn more about the All of Us Research Program and how you can join, please visit JoinAllofUs.org.

Patient Advisory Committees Bring Unique Perspectives to Hospital Issues

Froedtert Hospital, Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital all rely on contributions from community members through Voice of the Patient Advisory Committees. These groups are made up of community stakeholders, including patients and family members, and meet regularly to share information and collaborate on initiatives to improve patient and visitor experiences.

Updates are provided on a variety of clinical and operational topics specific to the hospital and the community in which they are set. Examples include infection prevention, clinical areas such as cancer and surgery, the family medicine residency program and pharmacy initiatives. Topics generate discussion that can affect processes. For example, Froedtert Menomonee Falls Hospital implemented changes to its cardiac rehab intake process based on feedback from the group.

"I’m impressed by their candor in sharing current issues, department by department, asking for our input, and actually using committee insights and suggestions wherever possible to affect the reach, the delivery and the outcomes of health care and wellness in our community."
- June Schroeder, member of Froedtert West Bend Hospital Voice of the Patient Advisory Committee

"Voice of the Patient is a great vehicle to bring ideas or concerns our members learn from friends and neighbors. We feel our comments are always considered and appreciated. My personal value is to take back to my community upcoming events, improvements and good management practices."
- Jan Gutbrod, member of Froedtert Menomonee Falls Hospital Voice of the Patient Advisory Committee
Market Leadership

The Froedtert & the Medical College of Wisconsin health network is the only Wisconsin-based health network in southeastern Wisconsin. We take pride in the market leadership we have developed through our market position, our academic and clinical excellence and the geographic footprint of the markets we serve directly and through collaborative partnerships.

Growing to Meet Your Needs in Your Community

FastCare Clinics Offer Affordable, Convenient Health Care

Our six FastCare Clinic locations provide walk-in care for adults and children older than 18 months with no appointment needed. FastCare Clinics treat conditions such as cold, flu and allergy symptoms, ear and sinus infections, rashes and pink eye. FastCare Clinics are located at our Froedtert & MCW McKinley Health Center in Milwaukee, and inside the Meijer grocery stores in Greenfield, Sheboygan, Sussex, Waukesha and West Bend.

A Network of Coordinated Cancer Care

Our newest cancer center located at Froedtert & MCW Drexel Town Square Health Center in Oak Creek makes it easy for patients to receive treatment close to home. Treatment options include chemotherapy, hormone therapy and/or immunotherapy and targeted therapies (medical oncology), radiation therapy and consultations with surgical oncologists.

Our cancer specialists treat patients for a comprehensive range of cancer diagnoses. Our physicians also collaborate regularly with physicians in the community for treatment planning and ongoing care. Nurses, advanced practice providers and experienced cancer pharmacists are always available to make sure the treatment plan is effective, while managing any quality-of-life issues.

If highly specialized treatment is needed, including clinical trials, patients may receive care at the Froedtert & MCW Clinical Cancer Center on the Froedtert Hospital campus and return to their own community for ongoing radiation therapy or chemotherapy, or surgical and other follow-up care.

Because our physicians are part of the Froedtert & MCW Cancer Network, patients have access to an entire team of experts who can support them through the physical, emotional and economic issues that may arise with cancer and its treatment. Along with Oak Creek and Milwaukee, other Network locations are in Menomonee Falls, New Berlin, Pleasant Prairie and West Bend.

Family Medicine Residency Program Adds Second Location

The Family Medicine Residency Program launched a second location at Froedtert & MCW Good Hope Health Center in September 2019. The program adds primary care services for patients at Good Hope Health Center and is staffed by residents and faculty physicians who specialize in family medicine with obstetrics.

The Family Medicine Residency Program, established in 2017 at Froedtert & MCW Town Hall Health Center in Menomonee Falls, allows resident physicians to receive required training in the specialty of family medicine as they work closely with our faculty physicians to offer the latest medical care to patients. Providers in this program focus on overall health care for the family, from newborns to geriatric patients. Our providers are specially trained to diagnose, treat and assist in managing acute, chronic and complex medical conditions with an emphasis on disease prevention and wellness. Expanding the program to a new community of patients offers positive learning opportunities for medical residents and makes health care services more readily available to our patients.

Froedtert Menomonee Falls Hospital serves as the primary teaching hospital with specialty and inpatient rotations for the residents.
Potawatomi Hotel & Casino Joins Forces With Froedtert & MCW Workforce Health

Potawatomi Hotel & Casino has joined a growing number of area employers that partner with Froedtert & MCW Workforce Health to operate and staff a workplace health clinic at its Milwaukee location.

Board-certified Froedtert & MCW advanced practice nurse practitioners and physician assistants see Potawatomi employees and can diagnose and treat many nonemergency minor illnesses such as sore throats, earaches, sinus and urinary tract infections, flu symptoms and skin rashes. Lab tests, vaccinations, physicals and routine prescriptions also can be obtained at the clinic, as well as preventive care visits and wellness coaching at no charge to all Potawatomi employees.

Other area employers that partner with Workforce Health to provide workplace clinics include Associated Banc-Corp., Greenfield School District, Hatco Corp., Palermo Villa, Inc., the City of Milwaukee and the City of Wauwatosa.

Workforce Health works with future-minded organizations that want to make health management a key business strategy. These organizations recognize the health of their workforce as imperative to success. Workforce Health coordinates the delivery of occupational and preventive medicine, health appraisals, wellness education, health care consulting and on-site health care services.

New Partnership With Jewish Community Center Offers Rehabilitation Services

The Froedtert & MCW health network has partnered with The Harry & Rose Samson Family Jewish Community Center (JCC) to open a rehabilitation services clinic at JCC’s Milwaukee location, as well as enhanced health service offerings to JCC members and the local community.

The rehabilitation clinic is located at 6255 N. Santa Monica Blvd. and is staffed by Froedtert & MCW Community Physicians physical therapists. Services include physical therapy, dry needling, ACL injury care and prevention, neurological rehabilitation, custom orthotics, running analysis, sports therapy, vestibular therapy, aquatic therapy, concussion management and spine therapy. The clinic is open to the public and to JCC members.

The Froedtert & MCW health network and JCC also are working together to provide a variety of medical, wellness, support and educational opportunities to JCC members and the public, including health screenings and health risk assessments.

Community Advisory Committees

The Froedtert & MCW New Berlin and Oak Creek Advisory Committees were formed this past year to help facilitate and support community, business and health care partnerships in those communities.

Each advisory committee is made up of business representatives, government/nonprofit representatives and Froedtert & MCW health network representatives. The members work together to understand unmet health needs in the local communities and how our health network can address those needs. The groups also help to inform both communities about the programs and services available at each health center and provide guidance on community engagement initiatives to benefit the health of local citizens.

The mission of the police department is to protect the lives and property of the people we serve and prevent crime through our partnership with the community. The New Berlin Advisory Committee is an excellent opportunity to connect with entities within the city and further help to strengthen our community policing philosophy.”

- Jeff Hingiss, chief of police, New Berlin, New Berlin Advisory Committee member

The Oak Creek Advisory Committee serves a valuable function of bringing together key community partners to discuss the health needs of the community and potential solutions. Our students also benefit indirectly as the health issues facing the community are mirrored in our student population. Partnerships like this help us fulfill our mission to improve the quality of life of our community.”

- Mark J. Felsheim, PhD, vice president, MATC Oak Creek Campus, Oak Creek Advisory Committee member
Awards and Recognitions

Froedtert & MCW hospitals, physicians and medical programs are recognized regularly through national and local awards. These awards confirm our commitment to world-class care and are a tribute to our dedicated doctors, nurses and staff.

- Froedtert Hospital ranks No. 3 in Wisconsin on the U.S. News & World Report 2019-2020 Best Hospitals list. Froedtert Hospital also received four High Performing rankings in Gastroenterology and GI surgery, Nephrology, Pulmonology and Lung Surgery, and Urology. Froedtert Menomonee Falls Hospital also received a High Performing ranking in Pulmonology. In addition, Froedtert Hospital received six High Performing ratings and Froedtert Menomonee Falls Hospital received three High Performing ratings in the U.S. News & World Report Procedures and Condition ratings. Froedtert West Bend Hospital received its first-ever national ranking, as No. 35 nationally in Pulmonology and Lung Surgery.

- The Froedtert & MCW health network was named by Becker’s Hospital Review in the 2018 edition of its list of 100 Hospitals and Health Systems with Great Neurosurgery and Spine Programs and its list of 66 Hospitals and Health Systems with Innovation Programs.

- Froedtert Hospital was named by Becker’s Hospital Review in the 2019 and 2018 editions of its list of 100 Great Hospitals in America, which recognizes hospitals for excellence in clinical care, patient outcomes and staff and physician satisfaction.

- The Froedtert & MCW health network was recognized as a 2018 Healthiest 100 Employers in America for the fifth year in a row, based on our integration of vital corporate wellness policies, practices and programs into our workplace.

- The Froedtert & MCW health network was part of a select group of companies nationally to achieve Gold Level recognition by the American Heart Association for Froedtert Health’s commitment to staff heart health.

- The Human Rights Campaign Foundation recognized Froedtert Hospital, Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital as “Leaders in LGBTQ Healthcare Equality” for protecting our LGBTQ patients and employees from discrimination, ensuring equal visitation for LGBTQ people and providing staff training in LGBTQ patient-centered care.

- Vizient ranked Froedtert Menomonee Falls Hospital No. 2 out of 82 participating complex teaching medical centers in the 2019 Vizient Quality and Accountability Ranking. The study assesses the performance in quality and safety across a broad spectrum of patient care activities for participating hospitals.

- Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital received an “A” grade from The Leapfrog Group in its spring 2019 report. Leapfrog’s biannual safety ranking evaluates more than 2,500 hospitals nationwide, assigning A, B, C, D or F letter grades based on a hospital’s performance in areas such as infection rates, mortality and errors.

- The Froedtert & MCW Cancer Network, including the Cancer Care Center at Froedtert Menomonee Falls Hospital, is a 2018 Press Ganey Guardian of Excellence Award® winner. This award honors organizations that have reached the 95th percentile for patient experience, engagement or clinical quality performance.

Supplier Diversity

Our goal is to develop and maintain an equitable and competitive business environment that strengthens the women- and minority-owned business community, while enhancing the relationships between Froedtert Health and the communities we serve.

We are dedicated to diverse procurement relationships. Our Supplier Diversity program is not an initiative — it is a belief that uniqueness among people and cultures drives innovation, empowers progress, strengthens the community and facilitates success.

- 11 major construction projects
- $970,108 (17.7%) minority- and women-owned professional services
- $29,810,811 (17%) minority- and women-owned construction projects
- 231,963 (20.3%) hours worked by minority and women workers (about $10.4 million in payroll)
- 757 apprentices
Partnering for Healthy Communities

The Froedtert & the Medical College of Wisconsin health network works within the communities we serve to address a wide range of health needs. We strive to find sustainable, long-term solutions to expand access to care beyond the traditional health system structure.

Partnering for Drug-Free Communities

Waukesha County Drug Collections

The Froedtert & MCW health network partners with the Menomonee Falls and New Berlin Police Departments to host onsite drug collections at Froedtert Menomonee Falls Hospital and Moorland Reserve Health Center in New Berlin.

To date, more than 20 drug collection events have been held at both locations, with more than 17,000 pounds of medication collected.

Efforts are also made at both sites to incorporate the health network Drug Repository Program. Pharmacists collect sealed and nonexpired medications so they can be repurposed to individuals with cancer or chronic disease who are uninsured or underinsured.

Hospital-Based Substance Abuse Recovery Coaching

Froedtert West Bend Hospital partners with Elevate Inc. to provide peer support services to assist patients on inpatient units and in the Emergency Department with opiate abuse disorders.

Trained and state-certified peer support providers meet with patients who have substance abuse complications and link the patients to treatment, reducing emergency room use and decreasing the number of overdose fatalities in Wisconsin. The peer support specialists are also available to talk with a patient’s friends and family who arrive at the hospital and need support.

Overdose Awareness Sessions

Froedtert Menomonee Falls Hospital and Moorland Reserve Health Center host opiate overdose awareness informational sessions to raise awareness, educate and train the public about opiate abuse in Waukesha County. The free sessions teach community members how to identify an opiate intoxication or overdose, how to respond to an opiate overdose and how to administer naloxone (Narcan).

Opiate abuse is a growing issue in Waukesha County, and learning how to identify an overdose is the first step in saving someone’s life. The Froedtert & MCW health network partners with Waukesha County Health and Human Services, Menomonee Falls Police and Fire Departments, Holy Cross Lutheran Church, Menomonee Falls Public Library and New Berlin Police and Fire Departments to bring this important community resource to the Menomonee Falls and New Berlin areas.

Substance Abuse Coalitions

The Froedtert & MCW health network participates in eight substance abuse coalitions that work on a variety of community education tactics to address substance misuse, including teen and parent events, teen bedroom exhibits displaying signs of drug abuse, educational booths at community events and coordination with local police departments for drug takeback days. The coalitions include:

- Milwaukee County Substance Abuse Prevention Coalition
- Greendale/Hales Corners Community Alliance
- Healthiest Greenfield Coalition
- Oak Creek Alcohol and Other Drug Abuse Task Force
- Waukesha County Drug Free Communities
- Waukesha County Heroin Task Force
- Wauwatosa Substance Use Workgroup
- West Allis-West Milwaukee Heroin/Opiate Task Force

Froedtert & MCW staff participated in resource fairs at the parent and teen educational event “Not My Teen: Substance Use in Wauwatosa,” and the City of Milwaukee Health Department’s “Connections to Heal,” a community opioid awareness event.
Advancing the Health of Our Community

We hosted Bango Bootcamps at four local elementary schools around the Milwaukee community. These events taught students the importance of school attendance, healthy eating and exercise in a 30-day health challenge. In March, the free BUCKSFit Challenge event was offered to the surrounding communities. Held at Fiserv Forum, the event featured fitness classes, a health and wellness resource fair and appearances by Bucks players and Bango.

Together, we encouraged fans to engage in healthy lifestyles and practice good habits for their heart during heart month in February. The Bucks hosted a pregame honoree, a patient of Froedtort & MCW Froedtort Hospital who had a heart attack at a young age and is now a valued employee.

Embracing an Inclusive City

In February, we partnered with the Bucks and Wisconsin LGBT Chamber for our third annual Pride Night. In March, we celebrated Hispanic culture with Noche Latina. Together we hosted pregame receptions and program ceremony honorees.

Encouraging a Healthy Future

Bucks players often visit with patients in our hospitals and clinics, and this past year we gave parents of every baby born at a Froedtort & MCW birth center a co-branded Bucks and Froedtort & MCW baby blanket.

More than 6,000 attendees of the Bucks Block Party at Fiserv Forum stopped by the Froedtort & MCW tent to test their vertical jump height with the Froedtort & MCW Sports Medicine team and spin the health and exercise wheel.

Froedtort & MCW and the Milwaukee Bucks – Stronger Together

We began our partnership with the Milwaukee Bucks in 2016. Together the Froedtort & MCW health network and the Bucks have demonstrated in a number of ways that it is our role and responsibility to lead the way toward a strong and healthy future for our city.
Partnering to Provide Healthy Food

The Froedtert & MCW health network works on healthy food initiatives with a variety of community partners and our own staff and volunteers.

Community Gardens at Froedert Menomonee Falls Hospital and Froedtert West Bend Hospital

The Froedtert Menomonee Falls Hospital community garden supports the food pantries of Menomonee Falls, Germantown and Sussex, and produce from the garden at Froedtert West Bend Hospital is delivered to Albrecht Free Clinic. Hospital volunteers and staff members coordinate planting and caring for the garden, harvesting and delivery. Last summer, 1,553 pounds of fresh produce was harvested from both gardens.

Victory Garden Initiative

The Froedtert & MCW health network sponsors raised garden beds in the Milwaukee area as part of the Victory Garden Initiative, a program that aims to increase access to nutritious foods throughout Milwaukee by building communities that grow their own food. Froedtert & MCW staff also volunteer at the initiative’s Victory Garden BLITZ, an event that installs the raised garden beds each season.

Harvest of the Month Program

The Froedtert & MCW health network sponsors the Harvest of the Month, a program that highlights a locally available produce item each month of the year. The program extends across Waukesha, Washington and Ozaukee Counties and the City of Wauwatosa to help children, caregivers and the broader community learn more about healthy, seasonal, whole-foods eating.

Froedtert Health integrates the Harvest of the Month produce in cafeteria menus, develops monthly recipes and sponsors material distribution. Materials are available in local businesses, schools, restaurants and nonprofit agencies.

Community Farmers Markets and Gardens

Froedtert & MCW staff sponsor and attend the Fondy Food Center’s summer and winter farmers markets and festivals to distribute health and wellness information to attendees.

Our health network also sponsors two raised garden beds, one which is wheelchair-accessible, at the Greater Galilee Community Center in Milwaukee.

Giving Back and Reaching Out

Healthy Shelves Drive

10,006 food and hygiene items donated to four counties

Holiday Gift Giving Program

Milwaukee County – gifts provided for 432 individuals.
Ozaukee County – gifts provided for dozens of children in need
Washington County – gifts provided for 46 families
Waukesha County – 1,989 gifts collected

Screenings Provided

Blood Pressure, Blood Glucose, Skin Cancer, Depression, Mammogram, Abdominal Aortic Aneurysm, Prostate Cancer

Support Groups

56 support groups held at various Froedtert & MCW health system locations

Community Events

Participated in 93 local health fairs, runs/walks and night out events
New Program Helps Homeless Patients Secure Permanent Housing

Working with the Milwaukee Health Care Partnership, Froedtert Hospital became the first hospital in Milwaukee to implement the Housing is Health pilot program. Housing is Health targets homeless patients residing in Milwaukee County who have been admitted to the hospital and identified by a hospital social worker as meeting the U.S. Department of Housing and Urban Development’s “literally homeless” definition, meaning:

- Has a primary nighttime residence that is a public or private place not meant for human habitation
- Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing and hotels/motels paid for by charitable organizations or by federal, state and local government programs), or
- Is exiting an institution where he/she has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Working closely with the Milwaukee County Housing Division (MCHD), Froedtert Health collaborates with other health system members of the Milwaukee Health Care Partnership to provide a two-year housing navigation pilot program. A dedicated MCHD housing navigator works directly with the hospital social workers to assess patients’ short- and long-term housing needs, identify housing options and facilitate temporary to permanent housing placements. The MCHD navigator is a valuable support and resource to assist our patients until they are housing stable.

Partnering to Combat Gun Violence

Froedtert Hospital has partnered with the City of Milwaukee’s Office of Violence Prevention and Ascension Health to help combat gun violence in Milwaukee. This new partnership is part of the 414LIFE program, which uses a public health approach to violence.

This program is modeled after Cure Violence, a successful violence prevention effort based in Chicago and implemented in multiple cities around the world. The model involves credible messengers from the community to engage in prevention-based outreach and targeted conflict mediation. Through this partnership with local hospitals, the team will be trained to provide support in local hospitals and the community to families, friends and survivors of gun violence.

The intention is to start the support and mediation process as early as possible in both the neighborhood and the hospital. This effort aims to address the pipeline of pain that gun violence in Milwaukee produces on individuals, their families and entire neighborhoods.

As the only adult Level I Trauma Center in eastern Wisconsin, Froedtert Hospital is a critical partner in this effort. Over the past year, physicians and other experts from the adult Level I Trauma Center at Froedtert Hospital and the MCW Comprehensive Injury Center have worked with city leaders to create a medical partnership for the 414LIFE initiative.

Fit in the Parks Series Helps Address Fitness and Health Needs

The Froedtert & MCW health network participated in the Fit in the Parks health and wellness series in partnership with Menomonee Falls Community Education & Recreation Department and the Village of Menomonee Falls as part of the Live Well Waukesha County initiative. Fit in the Parks activities such as boot camps, yoga classes and walks/hikes were offered free of charge to community members.

Registered dietitians Laura Dohnke and Amy Poetz share information about healthy eating at a Fit in the Parks family boot camp class.
Partnership With Girl Scouts On Health-Related Patch Program Encourages Good Health

The Froedtert & MCW health network has partnered with the Girl Scouts of Wisconsin Southeast to launch the Health in Action patch program. As part of a Community Engagement initiative, Girl Scouts will have the opportunity to earn a Froedtert & MCW-branded Health in Action patch.

Local Girl Scouts can earn the patch by practicing healthy living habits, building knowledge about how the human body works and exploring the many careers available in health care. Three patches are available, coinciding with the various levels and ages of Girl Scouts: Daisy and Brownie, Junior and Cadette, and Senior and Ambassador.

Engaging with our communities ensures that health care extends beyond the walls of hospitals and health centers. Partnering with organizations like Girls Scouts of Wisconsin Southeast is key in keeping communities healthy. This partnership specifically also invests in the future of health care by engaging and educating local Girl Scouts about good health.

Waukesha County Community Dental Clinic Improves Access to Dental Care for the Medically Underserved

The Waukesha County Community Dental Clinic in Menomonee Falls serves low-income adults and children needing basic and restorative dental services and oral health education. The Froedtert & MCW health network invested $1.65 million to improve access to dental care for medically underserved people living in Waukesha County and surrounding communities, making the clinic possible.

The clinic is staffed and operated by the Waukesha County Community Dental Clinic, which has another location in Waukesha providing dental care to those in need.

In its first year of operation, the Menomonee Falls location:

- Served 451 children
- Provided 1,006 appointments
- Performed 3,126 procedures

Froedtert Health's 2018 United Way Campaign Made a Difference in Local Communities

Froedtert Health’s 2018 United Way campaign led to recognition from the United Way of Greater Milwaukee & Waukesha County as a $1 Million Dollar Company and Diamond Circle recognition. This premier recognition was possible because of the $600,000 Froedtert Health staff contributed directly, combined with an annual contribution to the Milwaukee Health Care Partnership (MHCP) by Froedtert Health. Improving health outcomes, reducing disparities and lowering the total cost of care, MHCP supports the underserved populations in Milwaukee County.

In Washington County, the United Way recognized Froedtert Health staff for:

- Early giving and increased donations, as a “Pacesetter”
- One of the highest increases in dollars raised, as an “All-Star Champion”
- More than $70 in contributions per capita in Washington County

Combining all counties and United Way branches, Froedtert Health’s impact to our local communities through the United Way was over $1 million in 2018.

“The numbers speak for themselves,” said Allen Ericson, president of the Community Hospital Division and Froedtert West Bend Hospital, as well as the executive chair of the 2018 United Way campaign. “This year’s successful campaign demonstrates the values and culture of our staff and organization.”
Extraordinary People

Our success is fueled by extraordinary people, committed to our mission, who serve our patients, their families and our community. In the face of demographic changes and a highly competitive workforce environment, the Froedtert & the Medical College of Wisconsin health network strives to recruit, retain and develop the finest talent.

Workforce Development Efforts

The Froedtert & MCW health network's Workforce Development department is dedicated to finding and promoting pathways for those interested in careers in the health care field. These efforts assist not only those who already work for our health network, but also those looking to enter it as a staff member in the future. Programs and partnerships are designed to allow members of different age groups, different experience levels and different communities to have valuable opportunities. Some of the accomplishments in the past year that have helped work toward these goals include:

- Participated in 167 school and community events, reaching more than 1,100 individuals while promoting health care careers
- Engaged more than 30 leaders and staff from various departments for school events, including career fairs, tours, mock interviews and classroom presentations
- Set up onsite tours, meet and greets with hiring leaders, job shadows and offsite presentations to increase community awareness and interest in health care careers
- Formed community referral partnerships with key organizations focused on job readiness and training
- Supported approximately 200 staff members by providing coaching, interview skill practice, resume review and other services through the Career Mobility Center

Internships

Internships provide individuals with the opportunity to build real-world work experience and life skills in a specific job or department. The Froedtert & MCW health network partners with six organizations to provide internship opportunities:

- Carmen Schools of Science and Technology
- The Center for Healthcare Careers of Southeastern Wisconsin
- Cristo Rey Jesuit High School
- INROADS
- Milwaukee Fellows
- Project SEARCH

Professional Development Partnerships

As part of our commitment to increase community awareness and access to health care career opportunities, Froedtert Health has established relationships with a variety of community partners. Several of the partnerships also provide professional development and learning opportunities for Froedtert Health staff, helping establish a strong, diverse workforce.

Community partners include:

- Hispanic Professionals of Greater Milwaukee
- Project Return
- Milwaukee Center for Independence
- Milwaukee JobsWork
- Milwaukee Urban League Young Professionals
- National Association of African Americans in Human Resources
- National Black MBA Association
- Prospanica
- Silver Spring Neighborhood Center
- YMCA Adult Achievers

Success Story

In the past year, 57 interns from these programs worked within the health network. A total of 12 interns from the 2019 summer cohort were hired to permanent positions upon completion of their internship program. One intern from Cristo Rey Jesuit High School described the experience: “I love working here. Everyone is so nice. I worked here my freshman year in high school as well as now. I can trust and rely on my co-workers and our communication is great.”

Success Story

Workforce Development worked closely with Milwaukee JobsWork to increase awareness around health care career opportunities. In the past year, 28% of referrals from Milwaukee JobsWork were offered positions within our health network in areas such as Environmental Services, Distribution, Security, Scheduling and others.

Success Story

Our health network partnered with the National Black MBA Association, the YMCA Adult Achievers and the Milwaukee Urban League Young Professionals at the United Negro College Fund’s Walk for Education.
Health Care Career Academy
The Froedtert & MCW health network works with a large number of high schools throughout southeastern Wisconsin to provide opportunities for students to explore options for careers in the health care industry. Schools in Germantown, Hartford, Kewaskum, Menomonee Falls, New Berlin, Slinger, Sussex and West Bend take part in the Health Care Career Academy. This program has been offered at Froedtert Menomonee Falls Hospital, Froedtert West Bend Hospital and the Froedtert & MCW Moorland Reserve Health Center for several years. Students take part in a two-week summer program that allows them to shadow and learn from professionals in various departments. Through observation and hands-on experience, students expand their awareness and interest in different careers.

Carmen Schools of Science and Technology
The Froedtert & MCW health network partners with Carmen Schools on a variety of activities. Together with the Milwaukee Bucks, the health network invested in the establishment of the Froedtert & MCW Learning Center at Carmen Schools’ Northwest Campus. The Learning Center is a hands-on training lab that includes eight hospital beds, mannequins and nursing station components, providing an authentic setting where students can develop critical skills for jobs in the field of health care.

Health Terns
The Health Terns program offers students from local high schools additional opportunities to learn about careers in different professions, including skilled trades. The competitive program accepts only 30 students per session and provides them with hands-on learning during full-day immersion sessions. Students tour various departments and take part in interactive presentations. They also participate in hands-on activities in construction, plumbing, electrical work and more.

Health Care Industry Tours
Froedtert Menomonee Falls Hospital and Froedtert West Bend Hospital offer tours to local high school groups. Students spend a partial day at one of the hospitals, listening to speakers and touring various departments. They learn about opportunities in health care, including clinical and nonclinical careers.

The Many Futures in Health Care Career Expo
For four years, the Froedtert & MCW health network has partnered with the Waukesha County Business Alliance and the other health systems located in Waukesha County to present a half-day event for school districts in the county. The event was held at Carroll University and attended by more than 500 students in middle and high school. Students explore different career pathways, including patient care, medical imaging and sterile processing.

Carmen Interview Day
Wendy Stulac Motzel, vice president of Ambulatory and Clinical Services at Froedtert & MCW Froedtert Hospital, has worked with Carmen Schools of Science and Technology for over two years. In addition to being a board member, she is involved in an Interview Day designed to help students obtain realistic experience with preparing resumes and taking part in interviews. Several additional Froedtert Health staff also take part in this event.

A broad range of staff members take part in the event, which is designed to give students interview experience and prepare them for future interactions. Students arrive with their resume and go around the room, interviewing with each staff member and receiving feedback to help them improve their interview skills.

“They tell us their personal story and talk about their career aspirations,” Wendy said. “They have a wide range of career options. Many talk about helping others and being the first in their family to go to college.”

“It is extremely inspiring to be part of this program. I am grateful to be part of something that improves the lives of students with diverse backgrounds in our community.”
Froedtert in Action, a Community Engagement initiative, reaffirms our organization’s commitment to give back to the communities we serve. The program provides all staff members with opportunities to volunteer in the community with activities such as mentoring at-risk children, taking blood pressures at community events, providing education at health fairs, building gardens in local neighborhoods and more.

In the past year, staff and leaders volunteered

10,448 hours in the community.

Giving back to the communities we serve is an integral part of the Froedtert Health culture. Staff members volunteer for community events and activities throughout the year, including:

1. Healthy Shelves Drive
2. United Way First Aid Kit Packing Event
3. Easterseals Southeast Wisconsin
4. The Hope Center
5. Holiday Gift Drive
6. Revitalize Milwaukee, Block Build MKE event
7. Germantown Night Against Crime
8. Mammography screening event at Progressive Community Health Center
Nicole Grehn, RN was only 24 years old when she collapsed from a rare genetic heart condition and coded 78 times. She was placed in a medically induced coma and went into multisystem organ failure. At one point, both of her legs had to be amputated to save her life. Nicole’s treatment and recovery was a lengthy process that involved a wide range of providers and disciplines throughout the system.

While recovering and learning to walk on two prosthetic legs, Nicole also worked to earn her nursing degree. The support of the staff who cared for her provided the encouragement to accomplish this goal. “My nurses were my favorite people,” Nicole said. “They’re the reason I became a nurse. I thought my life was over, but the team here gave me my life back. Now, I am a nurse at Froedtert Hospital. It couldn’t be more full circle than that.”

Nicole Grehn, RN

The LGBTQA BRG worked to plan activities throughout the month of June centered on awareness and education for issues related to the lesbian, gay, bisexual, transgender, questioning community and its allies. In addition to activities within the Froedtert & MCW health network, the BRG represented the health network at PrideFest and at the Milwaukee Pride Parade (pictured above). At PrideFest, staff members staffed a booth that promoted the Inclusion Health Clinic and provided health education and activities for participants.

Two other BRG groups currently offered at Froedtert Health are the Military/Veterans BRG and Black/African-American BRG. Both groups coordinate activities, participate in community events and perform volunteer activities to promote awareness and education. All three groups joined together and participated in a United Way first aid kit packing event to benefit the homeless in Milwaukee.

Working Together to Fill a Staffing Need in the Health Care Industry

The Froedtert & MCW health network is a founding partner and strong advocate for the Center for Healthcare Careers of Southeast Wisconsin (CHCSEW). The group is dedicated to addressing the growing need for qualified workforce members in the health care industry because without a consistent pool of workers, the quantity and quality of health care services in our area will decline.

CHCSEW leads a united effort to drive innovative solutions to meet this need by addressing the industry challenges: aging population growth, industry growth, health care workforce decline, technical college enrollment decline, and areas of cities with high unemployment. Our health network actively participates by serving on CHCSEW committees and organizing and participating in events.

CHCSEW accomplishments this year:

- Hosted three high school career fairs and two tech/college career fairs to increase student engagement, as well as a STEaM event for students
- Placed 19 interns from throughout southeast Wisconsin, providing a combined total of 3,667 work experience hours
- Hosted three CHCSEW Health Care Job Connection events
- Connected 158 prescreened job candidates to recruiters

What is Possible ... In Her Own Words

Activities Foster Diversity in the Workplace and in the Community

Froedtert Health offers several Business Resource Groups (BRGs), voluntary, employee-led groups that work to foster a diverse, inclusive workplace and advance organizational goals. The groups provide staff members with opportunities to connect with colleagues who share similar interests or backgrounds.

The LGBTQA BRG worked to plan activities throughout the month of June centered on awareness and education for issues related to the lesbian, gay, bisexual, transgender, questioning community and its allies. In addition to activities within the Froedtert & MCW health network, the BRG represented the health network at PrideFest and at the Milwaukee Pride Parade (pictured above). At PrideFest, staff members staffed a booth that promoted the Inclusion Health Clinic and provided health education and activities for participants.

Two other BRG groups currently offered at Froedtert Health are the Military/Veterans BRG and Black/African-American BRG. Both groups coordinate activities, participate in community events and perform volunteer activities to promote awareness and education. All three groups joined together and participated in a United Way first aid kit packing event to benefit the homeless in Milwaukee.
Froedtert Hospital participated in a two-year Connecting High-Risk Women to Care pilot as part of the Lifecourse Initiative for Healthy Families. The pilot worked to identify high-risk women (defined as women living with chronic health conditions such as hypertension, diabetes, renal disorder and asthma) who were receiving prenatal care at one of our health centers and needed to be connected to a primary care provider during and after pregnancy.

Because maternal health is a key factor in preterm birth, linking high-risk women of childbearing age to primary care ensures their best health before giving birth and prevents subsequent poor birth outcomes.

Froedtert Hospital provided a community health worker at United Methodist Children’s Services to improve the overall health of residents in Milwaukee’s Washington Park neighborhood by guiding community members to services for employment, finances, food, clothing, health insurance and transportation. The community health worker also works to reduce unnecessary health care costs and improve access to primary care by providing residents resources for primary care services, as well as behavioral health, dental and vision services.

Last year, the community health worker coordinated several health education workshops in Hmong to help improve self-management and healthy living for Hmong clients with diabetes. She also coordinated a community clean-up event and neighborhood gathering and distributed educational materials in both Hmong and English to help mitigate language barriers.

<table>
<thead>
<tr>
<th>Category</th>
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<td>Government-Sponsored Health Care</td>
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Financial data, while unique to Froedtert Hospital, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.
2019 Contributions to the Community

Froedtert & the Medical College of Wisconsin
Froedtert Menomonee Falls Hospital

Local Food Pantry Partnerships
Keep Communities Fed and Healthy
Froedtert Menomonee Falls Hospital partners with the Menomonee Falls Food Pantry and Sussex Area Outreach Services to educate, provide health screenings and help stock the shelves of both pantries. The hospital’s annual Healthy Shelves Drive donated nutritious food and personal hygiene items to help local families in need, and its community garden provided fresh fruits and vegetables.

In addition, hands-only CPR demonstrations, critical health numbers education, flu clinics and depression and blood pressure screenings were offered at the food pantry locations.

Grants to Local Nonprofit Organizations
Support Healthy Communities
The Froedtert Menomonee Falls Hospital Community Outreach Steering Committee awards grants to local not-for-profit organizations that support community health improvement efforts focused on access to primary care, chronic disease management, mental health and prevention and wellness in the hospital’s service area. Grants totaling $50,000 were awarded to:

- HOPE Network for Single Mothers — Healthy Babies Program
- Waukesha County UW-Extension — StrongBodies Program
- Menomonee Falls AODA — Impact 4 Life
- Germantown Police Department — Every 15 Minutes
- School District of Menomonee Falls — Brain Bags Early Literacy Project
- Hamilton School District — It Was Just ...
- NAMI Waukesha — Mental Health and Suicide Prevention Education Program
- YMCA of Greater Waukesha County — LIVESTRONG
- Addiction Resource Council — Outreach and Support Programs
- Froedtert Menomonee Falls Hospital Community Outreach Health Clinic

Community Outreach Health Clinic
Provides Dignified Care
The Community Outreach Health Clinic at Froedtert Menomonee Falls Hospital serves uninsured and underinsured residents of the hospital’s service area. The clinic provides quality, limited medical care with dignity and confidentiality, using the services of volunteer professional staff.

In the past year, the clinic had 1,051 patient visits. Treatment for diabetes, high blood pressure and mental health issues were the most common services provided.

Froedtert Menomonee Falls Hospital Partners
With Local High Schools on Dangers of Distracted and Impaired Driving
Froedtert Menomonee Falls Hospital partnered with Hamilton School District in Sussex, Germantown School District and the School District of Menomonee Falls to educate local high school students on the dangers and life-long consequences of distracted and/or impaired driving. The Emergency Department treated mock victims transported to Froedtert Menomonee Falls Hospital by participating local Emergency Medical Services from staged motor vehicle crashes at each of the local high schools.

Always taking place in the spring, local school districts count on support from Froedtert Menomonee Falls Hospital to help educate their students as many embark on the upcoming celebrations of prom and graduation. Community Engagement works throughout the year to plan these impactful and emotional programs with local students and school administrators.

2019 Contributions to the Community

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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The Healthy Community Fund awarded $241,100 in grants to nine area nonprofit organizations:

- Albrecht Free Clinic
- Casa Guadalupe Education Center
- Elevate Inc.
- Family Promise of Washington County
- Friends Inc.
- Interfaith Caregivers of Washington County
- Kettle Moraine YMCA
- NAMI Washington County
- Youth and Family Project

The Healthy Community Fund was created in 2008 through Froedtert West Bend Hospital Foundation, formerly St. Joseph’s Community Foundation, to support community programs and projects throughout Washington County that will positively affect the health and wellness of those living and working in the area.

Crisps for Kids National Safe Sleep Hospital Certification

Froedtert West Bend Hospital, which became the first hospital in the state in August 2018 to achieve safe sleep certification from the Cribs for Kids National Safe Sleep Hospital Certification program, advanced its certification in 2019 to gold level status — also the first in the state.
New Albrecht Free Clinic Medical Director Named

Gary Herdrich, MD, a family medicine provider who has practiced for 38 years at Froedtert & MCW West Bend Health Center, has assumed medical directorship for the Albrecht Free Clinic in West Bend.

Dr. Herdrich has been an active volunteer at the clinic for more than 20 years. This role was previously held for 13 years by Robert Gibson, MD, an internal medicine physician who retired from West Bend Health Center this past summer.

In his medical director role, Dr. Herdrich averages 10 hours of support per month for the clinic. He sees patients in the clinic and regularly fields calls from volunteers and providers in the clinic regarding ongoing care needs, medication and tests. As the medical director, he also serves on the Albrecht Free Clinic’s board of directors.

New Berlin Food Pantry Partnership

Staff from Froedtert & MCW Community Physicians support clients of the New Berlin Food Pantry with monthly health screenings and healthy living education. This past year, food pantry clients were offered blood pressure and blood glucose screenings; education about nutrition, smoking cessation and sleep; free flu shots; as well as a healthy lifestyle 30-day challenge.

Health and Safety Fairs

Community Physicians staff help at local health fairs and safety events.

Froedtert & MCW Moorland Reserve Health Center Drug Collections

Moorland Reserve Health Center partners with the New Berlin Police Department to hold public drug collection events every year in the spring and fall. The drug collections are a way for community members to turn in unused or expired prescriptions and over-the-counter or pet medications for safe disposal.

2019 Contributions to the Community

<table>
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<tr>
<th>Category</th>
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Financial data, while unique to the Froedtert & MCW Community Physicians, is based on reporting methodology similar to that used by Catholic Health Association of the United States for Planning and Reporting Community Benefit. All patient care figures reflect the actual cost of care.
Thank You ...

Thank you to our partners from Milwaukee County:

African American Chamber of Commerce of Wisconsin
Asian Pacific American Medical Student Association, Medical College of Wisconsin
Black Arts Think Tank
Black Health Coalition
Bradley Tech High School
Carroll University
Cardinal Stritch University
Carmen Schools of Science and Technology
Centro Hispano
Chist the King Baptist Church
Christian Faith Fellowship Church
City of Milwaukee Health Department
Clarke Square Neighborhood Initiative
Community Advocates
CORE/El Centro
Cream City Foundation
Diverse & Resilient
El Conquistador Latino Newspaper
Employ Milwaukee
Faith Builders International Milwaukee
Faith United Church of Christ
Franklin Health Department
Fondy Food Center
FORGE
Gerald L. Ignace Indian Health Center
Girl Scouts of Wisconsin Southeast
Goodwill Industries of Southeastern Wisconsin
Greendale Health Department
Greenfield Health Department
Hales Corners Health Department
Hispanic Professionals of Greater Milwaukee
Hispanic Tobacco Prevention Network
Hmong American Friendship Association
Hmong American Women’s Association
Holy Cathedral — Word of Hope
Hunger Task Force
IndependenceFirst
Interfaith Older Adult Programs
Jewish Community Pantry
Jewish Community Center
Journey House
Kathy’s House
La Causa, Inc.
Latino Entrepreneurial Network
LGBTQ Tobacco Prevention Task Force
Literacy Services of Wisconsin
Local Initiatives Support Corporation
Marcus Center for the Performing Arts
Medical College of Wisconsin
School of Pharmacy
Metropolitan Milwaukee Association of Commerce
Mexican Consulate
Milwaukee Area Health Education Center
Milwaukee Area Technical College
Milwaukee Center for Independence
Milwaukee Chapter National Black Nurses Association
Milwaukee County Department on Aging
Milwaukee County Emergency Medical Services
Milwaukee County Health and Human Services
Milwaukee County Sheriff’s Department
Milwaukee County Substance Abuse Prevention Coalition
Milwaukee Film Festival
Milwaukee Fire Department
Milwaukee Health Care Partnership
Milwaukee Health Services Inc.
Milwaukee Health Care Partnership
Milwaukee Health Services Inc.
Milwaukee JobsWork
Milwaukee Latino Health Coalition
Milwaukee LGBT Community Center
Milwaukee Muslim Women’s Coalition
Milwaukee Police Department
Milwaukee Pride, Pridefest
Milwaukee Public Schools
Milwaukee Urban League
Milwaukee Urban League Young Professionals
Muslim Community & Health Center
National Association for the Advancement of Colored People
National Association of African Americans in HR, Milwaukee Chapter
National Association of Hispanic Nurses, Milwaukee Chapter
National Black MBA Association — Milwaukee Chapter
New Testament Church
Next Door Foundation
Northcott Neighborhood House
North Shore Fire and Rescue
Oak Creek Health Department
One MKE
Oneida Tribal Services
Our Next Generation
Outreach Community Health Center
Parklawn Assembly of God
Pete’s Fruit Market
Progressive Community Health Centers
Prospanica, Milwaukee Chapter
Ray & Ida Johnson Foundation for Healthy Families
Repariers of the Breach — Froedtert Health Breast Cancer and MCW partnership
Revitalize Milwaukee
Salvation Army
Silver Spring Neighborhood Center
Sixteenth Street Community Health Centers
Social Development Commission
St. Ann Center for Intergenerational Care
St. Mark African Methodist Episcopal Church
Tosa Cares, Inc.
The Juice Kitchen
UMOS
United Community Center
United Negro College Fund
United Methodist Children’s Services of Wisconsin, Inc.
Urban Ecology Center
UWM — Roberto Hernandez Center
UWM College of Health Services
Veterans Chamber of Commerce
Victory Garden Initiative
Walnut Way Conservation Corp
Washington Park Partners
Washington Park Senior Center
Wauwatosa Health Department
West Allis Health Department
West Allis-West Milwaukee HeroIn/Opiate Task Force
Westside Academy
Word of Hope Ministries
Wisconsin Hispanic Scholarship Foundation, Inc.
YMCA
YWCA

Thank you to our partners from Ozaukee County:

COPE Services
Family Sharing of Ozaukee County
Kapco Kids2Kids Christmas Program
Mequon-Thiensville Chamber of Commerce
Ozaukee Economic Development
Ozaukee Family Services

Thank you to our partners from Washington County:

Albrecht Free Clinic
Big Brothers Big Sisters of Washington County
Boy Scouts of American — Bay Lakes Council
Casa Guadalupe Education Center
Economic Development Washington County
Elevate Inc.
Family Promise of Washington County
Friends Inc.
Germantown Chamber of Commerce
Germantown Community Scholarship Fund
Thank you to our partners from Waukesha County:

Addiction Resource Council
Bobbie Nick Voss Charitable Funds
Christmas Clearing Council of Waukesha County
Drug Free Communities Waukesha County
Eras Senior Network
Find-A-Ride Network
Hamilton School District
Holy Cross Lutheran Church
HOPE Network
La Casa de Esperanza
AIDS Resource Center of Wisconsin
Aging and Disability Resource Centers
American Cancer Society
American Diabetes Association
American Heart Association
American Lung Association
Boys & Girls Clubs
Easterseals Southeast Wisconsin
Head and Neck Cancer Alliance
Horizon Home Care & Hospice
Hmong Wisconsin Chamber of Commerce
Impact 211
INROADS
Junior Achievement
LindenGrove
Milwaukee Bucks
National Alliance on Mental Illness
National MS Society — Wisconsin Chapter
United Performing Arts Fund
United Way of Greater Milwaukee & Waukesha County
Urban Economic Development Association of Wisconsin
Versiti Blood Center of Wisconsin
Wisconsin Institute for Healthy Aging
Wisconsin LGBT Chamber of Commerce

Thank you to our partners from multicounty areas:

AIDS Resource Center of Wisconsin
American Cancer Society
American Diabetes Association
American Heart Association
American Lung Association
American Cancer Society
American Diabetes Association
American Heart Association
American Lung Association
Boys & Girls Clubs
Easterseals Southeast Wisconsin
Head and Neck Cancer Alliance
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United Way of Greater Milwaukee & Waukesha County
Urban Economic Development Association of Wisconsin
Versiti Blood Center of Wisconsin
Wisconsin Institute for Healthy Aging
Wisconsin LGBT Chamber of Commerce
POSSIBILITIES
PASSION FOR
2019
REPORT TO THE COMMUNITY